

Hillingdon Stronger Families Children's Portal

October Update



Early Health Notifications



Setting Passwords



Advice on receipts of Emails



Browser Information

Early Health Notifications



The Portal has been updated to include a new referral route for **Early Health Notifications** submitted by NHS staff, for children aged between 0-2 years old that may have Special Education Needs or Disabilities.

Further information about Early Health Notifications can be found on the main [Portal page](#).



Setting Passwords



To ensure security of Personal data contained on your Portal Account, your password:

- Must be at least **12** characters long
- Must contain at least one letter
- Must contain only letters, digits, and special characters
- Must contain at least one upper-case letter
- Must contain at least one numerical digit
- Must contain at least one special character
- Must be different to your current password
- Must be different to your previous password
- Must **never be shared** with anyone else

You must change your password immediately if you feel that your account has been compromised.

Advice on Receipt of Emails



Since GO LIVE of the Portal, we have received a small number of reports that Login or confirmation emails from the Portal are taking a while to be received.

If you encounter this you should:

- Check your Junk / Spam Folder
- Ensure that your main inbox has been updated recently
- Check the Email security status / policy with your Organisation's IT Department

Some Organisations deploy security software that quarantines incoming emails for a period before being released, in an effort to combat Phishing or other cyber-attacks. These checks can delay emails reaching you. You can ask your Organisation's IT Department to add the following email address to the "safe list": **donotreply@hillingdon.gov.uk**

Browser Information



We recommend that you use a modern Browser where possible when using the Portal. If you use an older browser, such as Internet Explorer 11, you may encounter reduced functionality or slower loading times when completing Portal forms.

Most Organisations now deploy more than one browser for use. If you are not sure which browser you are using, or experience slow loading times on your Organisations installed browser, **please contact your IT Department** in the first instance for advice.

Building Stronger Families

